

## **Attachment B**

### **Disputes on Currently Effective Performance Measurements Affecting All SBC Midwest States:**

**Disputed Issue 1: Deletion of PM MI 11 (Average Interface Outage Notification).**

SBC Midwest has proposed to delete PM MI 11. MCI opposes deletion.

**Disputed Issue 2: Increase in the UNE-P disaggregation benchmark in PM 13 (Order Process Percent Flow Through) from 95% to 98%.**

All benchmarks in PM 13 proposed by SBC Midwest were agreed-to by all CLECs with the exception of the UNE-P benchmark. SBC Midwest has agreed to a benchmark of 95% for the UNE-P disaggregation. MCI has proposed a benchmark of 98% for UNE-P.

**Disputed Issue 3: Increase in benchmark for PM 100 (Average Time of Out of Service for LNP Conversions) from One Hour to Three Hours.**

SBC Midwest has proposed to increase this benchmark to address expected impacts of Wireless Number Portability. MCI does not agree to increase the benchmark.

**Disputed Issue 4: Deletion of PM 101 (Percent Out of Service <60 Minutes).**

SBC Midwest proposed deletion of PM 101. MCI opposes deletion.

**Disputed Issue 5: Deletion of PM 113 (Percentage of Electronic Updates that Flow Through the Update Process Without Manual Intervention).**

SBC Midwest proposed deletion of PM 113. MCI opposes deletion.

**Disputed Issue 6: Revisions to PM 117 (Percent NXXs Loaded and Tested Prior to the LERG Effective Date) to expand the scope.**

MCI proposed revisions to PM 117. SBC Midwest opposes the changes.

**Disputed Issue 7: Revisions to PM 118 (Average Delay Days for NXX Loading and Testing) to expand the scope.**

MCI proposed revisions to PM 118. SBC Midwest opposes the changes.

**Disputed Issue 8: Addition of remedies to PM CLEC BLG-4 (Accuracy of Rate Table Updates).**

MCI and TDS proposal. SBC Midwest opposes the addition of remedies to this diagnostic measure.

**Disputed Issue 9: Revisions to PM CLEC BLG-5 (Rate Table Correction Timeliness) to add remedies.**

MCI and TDS proposal. SBC Midwest opposes the addition of remedies to this diagnostic measure.

**Disputes on Proposed Performance Measurements Affecting All SBC Midwest States:**

**Disputed Issue 10: Addition of, or an implementation schedule for, a new Billing Accuracy performance measure.**

MCI and TDS Metrocom are proposing a Billing Accuracy performance measure that will assess billing accuracy by determining the percent of total billed amount resulting from adjustment activity. SBC Midwest opposes the implementation of this performance measure.

**Disputed Issue 11: Addition of a performance measure to assess Repeat Billing Disputes.**

TDS Metrocom proposal. SBC Midwest opposes the implementation of a performance measure for Repeat Billing Disputes.

**Disputed Issue 12: Addition of a performance measure to assess Back Billing.**

TDS Metrocom proposal. SBC Midwest opposes the implementation of a performance measure for Back Billing.

**Disputed Issue 13: Addition of a performance measure to assess Billing Disputes Finalized in 90 Days.**

McLeodUSA proposal. SBC Midwest opposes the implementation of a performance measure for Billing Disputes Finalized.

**Disputed Issue 14: Addition of a performance measure to assess the Percent of Open SBC Midwest CLEC Impacting OSS System/Software Defect Reports (DRs) and Change Requests (CRs) Created Per DRs Resolved within “X” Days.**

Choice One, MCI and McLeodUSA proposal is being carried to dispute by MCI and McLeodUSA. SBC Midwest opposes the implementation of a performance measure for DR/CR resolution timeliness.

**Disputed Issue 15: Addition of a performance measure to assess the Percent of Change Requests Implemented Within 60 Weeks of Prioritization.**

MCI proposal. SBC Midwest opposes the implementation of a performance measure for Percent CRs Implemented.

**Illinois specific Disputed Issue on a Currently Effective Performance Measure :**

**Disputed Issue 16: Deletion of PM 124 (Timely Resolution of Significant Software Failures Related With Releases) and Replacement with PM 124 (Measurement of Orders Effected By Software Defects Not Resolved Within 48 Hours)**

Forte proposal. SBC Illinois opposes the measurement of the number of orders rejected due to OSS errors as a replacement for the currently effective performance measure .